

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Northrop Grumman

Corporation for Manufacturing Excellence (Manex)

Northrop Grumman Gets Necessary Training

Client Profile:

Northrop Grumman acquired Litton Industries in 2002. The Northrop Grumman Electronic Systems San Jose, California, facility is a 225-employee engineering and manufacturing center. The San Jose site designs and builds various electronic warfare products, including airborne radar warning receivers and other related equipment.

Situation:

Northrop Grumman management and key employees required formal training in order to meet and exceed the leadership performance factors specified in Northrop Grumman's Performance Appraisal System. Exempt employee's performance is evaluated against assigned objectives and seven leadership factors. The company called upon the Corporation for Manufacturing Excellence (Manex), a NIST MEP network affiliate, to develop the program.

Solution:

Manex partnered with the University of Santa Cruz Extension to develop and deliver a leadership and management program to specifically address Northrop Grumman's seven leadership factors. Thirty-five management and key employees were trained in the skills necessary to enhance their performance on their commitment to results, customer-focus, use of judgment and initiative, employee coaching and development, team-work and process improvement, communication skills, personal effectiveness and framing strategy.

Results:

- * Improved employee productivity a minimum of 5 percent.
- * Realized 0 percent turnover rate among trained employees.
- * Improved employee relations.
- * Improved teambuilding and communication skills.

Testimonial:

"We would not hesitate to contact Manex in the future to discuss our training needs and how they might assist us."*

Rick Giovannetti, Director, Site Administration